



THE GOVERNMENT SUMMIT

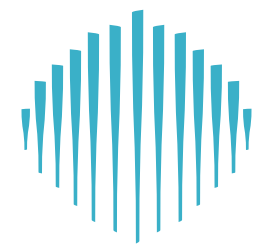


United Arab Emirates

Government Summit

2014

Leading Government Services



THE GOVERNMENT SUMMIT



THE GOVERNMENT SUMMIT

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Dubai, UAE



THE GOVERNMENT SUMMIT

Strategic
Partners



Knowledge
Partner



Leading
Partner



Headline
Partner



Media
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Digital Media
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Innovation
Partner



Technology
Partner



Official
Airline



Summit
Partners





His Highness Sheikh Khalifa Bin Zayed Al Nahyan

President of the United Arab Emirates



His Highness Sheikh Mohammed Bin Rashid Al Maktoum

Vice President, Prime Minister of the
United Arab Emirates and Ruler of Dubai



THE GOVERNMENT SUMMIT

القمة الحكومية



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The Second Government Summit 2014

The Second Government Summit, held under the patronage of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, titled 'Leading Government Services', took place from 10-12 February 2014.

The summit was focused on the future of government services, enhancing citizen happiness, and benefiting from professional experiences of the private sector. The event's agenda was inspired by the directives of His Highness Sheikh Mohammed Bin Rashid Al Maktoum during the First Government Summit, which focused on reviewing ways to develop new concepts for delivering quality government services to match His Highness Sheikh Mohammed's vision for the future Government, that excel the services across all the sectors – be it hospitality, banking services, work 24x7 like aviation, to make the government sectors as efficient as their private counterparts and how the happiness of citizens could be enhanced through transformative government services.

The Government Summit aims to firm up the leading status of the UAE on both the regional and international front. The UAE government wants to reach out to its people before they approach it and deliver them quality services through consistent and effective utilization of technology. The government seeks to transform the country into smart cities where customers would be able to avail its services every time. This will help people enjoy better lives, which is exactly in line with the UAE Vision 2021.

The Government Summit, held for the second consecutive year, reviewed a number of international reports on the

development of state services, examined several worksheets and held series of discussions. All were focused on how to expand and spread knowledge to develop new concepts and practices that could help make government services even better.

The 'Museum of Future Government Services' – an interactive gallery of futuristic designs – was also inaugurated on the sidelines of the Second Government Summit. The museum explored the future of the service sector that included travel, healthcare and education. It comprised more than 80 international designers, technicians and future planners from nearly 20 countries. All of whom envisaged how the future governments of the world can efficiently utilize the advanced technology to provide better facilities and services to their citizens.

The Summit concluded with the Best M-Government Service Awards 2014 ceremony. His Highness Sheikh Mohammed honoured the winners from government bodies, federal bodies, local governments, UAE university students and Arab and international bodies.

This award aims to establish a leading global model for innovation and adoption of best practices that may help in achieving transformative and better quality government services worldwide. More than 60 prominent speakers – including a number of leaders, decision makers, ministers, CEOs, thought and innovation leaders, government officials and experts – took part in the plenary and interactive sessions. The event was attended by more than 4,600 government directors and representatives from all over the world.



Keynote Speech



His Highness Sheikh Mohammed Bin Rashid Al Maktoum

UAE Vice President, Prime Minister and Ruler of Dubai



“ This summit is for those who are willing to **strive for great heights** ”

“ I am proud that our country functions as **one great team**. **Everyone in this team**—**every student, every employee**—**can think and work like a leader**. One vision unites us: to inspire hope, to improve quality of life, to create a better future, and to **make people happy** ”





“ A GCC minister asked me:
Why is your goal to make people happy, rather
than satisfied? I answered that **satisfaction,
like victory, is temporary.** But **happiness is
a state that endures,** in the same way that
excellence is eternal ”

A man with a beard and glasses, wearing a white ghutra and a light orange thobe, stands at a white podium. He is wearing a lanyard with a badge. The background features the logos of the United Arab Emirates and the Second Government Summit. Two microphones are positioned in front of him.

" The second Government Summit
is a unique global gathering,
a hub for government innovation
and a powerhouse for new ideas "

Ajman Strategy

His Highness Sheikh Humaid Bin Rashid Al Nuaimi
Member of the Federal Supreme Council and Ruler of Ajman



His Highness Sheikh Humaid Bin Rashid Al Nuaimi

Member of the Federal Supreme Council and Ruler of Ajman

“ The **development and prosperity** witnessed by the **Emirate of Ajman** today is part of the **UAE’s overall development initiative**, which is taking place under the leadership of His **Highness Sheikh Khalifa Bin Zayed Al Nahyan**, President of the UAE. It's directives are aimed at **achieving the aspirations of the people** to make the UAE one of the **best countries in the world** ”

His Highness Sheikh Humaid Bin Rashid Al Nuaimi
Member of the Federal Supreme Council
and Ruler of Ajman





Plenary Session



HH Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum

Crown Prince of Dubai and Chairman of Dubai Executive Council

Launch of Dubai Government Towards 2021 Initiative

HH Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum
Crown Prince of Dubai and Chairman of Dubai Executive Council

HH Sheikh Hamdan Bin Mohammed Bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of Dubai Executive Council, launched the 'Dubai Government: Towards 2021 initiative. It aims to transform the current concept of 'Speed' in service delivery to 'Instant Service Delivery' by 2021 through increasing competency and utmost utilization of

technology. This would not only save time but also reduce the cost associated with delivery of services. Under this initiative, customers will get a 'unified ID number', through which they would be able to access all government services, making lives of customers smoother and comfortable.





“ UAE has **exceptional leaders**, as
well as **exceptional people** ”



“ In line with **Mohammed Bin Rashid’s vision...**
Dubai opens **new horizons for the future** ”

“ **Dubai Government Towards 2021 initiative** will enable the Government to lead the way towards the **Government of the Future** ”



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“ In the coming phase, the **government** will not only concentrate on short-term **inspirational goals** but will stretch beyond the farthest horizons in search of **innovative and pioneering ideas** to be adopted by the government ”



Plenary Session



HH Sheikh Ammar Bin Humaid Al Nuaimi

Crown Prince of Ajman and Chairman of Ajman Executive Council

Launch of Ajman Strategy 2021

HH Sheikh Ammar Bin Humaid Al Nuaimi

Crown Prince of Ajman and Chairman of Ajman Executive Council

HH Sheikh Ammar Bin Humaid Al Nuaimi, Crown Prince of Ajman and Chairman of Ajman Executive Council, launched 'Ajman Strategy 2021'. The initiative aims to achieve economic and social welfare of citizens in Ajman in line with the strategic goals of the UAE. Developing key economic sectors, integrating legislative systems of legislations and laws to comply with federal government would be a key focus.



“ **Ajman 2021 vision** is essentially a manifestation of the **Spirit of the Union** ”





“ **Ajman Strategy** is the result of **great work and efforts of citizens** and a clear plan of action to **develop a happy and secure society** adhering to the **national identity** ”



“ **Ajman** is keen to be a **major contributor** to the **UAE’s development process** under the guidance of **His Highness Sheikh Khalifa Bin Zayed Al Nahyan**, President of the UAE ”



“ Innovative UAE Nationals are a core component of Ajman 2021 strategy, planned to lead the development and prosperity in the future ”



United Arab Emirates

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Plenary Session



Lt General HH Sheikh Saif Bin Zayed Al Nahyan

Deputy Prime Minister and Minister of Interior

Exceptional Leadership

Lt General HH Sheikh Saif Bin Zayed Al Nahyan
Deputy Prime Minister and Minister of Interior

The plenary session entitled “Exceptional Leadership” by Lieutenant General HH Sheikh Saif Bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Interior was held during the second Government Summit. The session focused on the characteristics of an exceptional leadership and its role in leading towards the future by setting ambitious goals and dedication to achieving them.

In his speech, HH stated that the UAE has exceptional leaders whom have a long term vision comprised by fore fronting several global indicators that are reflected by continuous success in numerous sectors. HH also mentioned that these successes are in coordination with the UAE's aim to enhance its journey of development and achieve prosperity for the country and its citizens.



“ Historically, the UAE has been **blessed with exceptional leaders** since the time of the late **Sheikh Zayed Bin Sultan Al Nahyan**, the founding father, who **strived to instill hope and happiness** in the hearts of the country's people ”



“ **Exceptional leadership** is to
provide your fellow citizens with
unconditional care and support ”



“ Directives of HH Sheikh Mohammed Bin Rashid to adopt the concepts of Smart Government have had a positively significant impact on citizens and government simultaneously ”



“ UAE has a unique public governance model, and the weekly Majlises held by Sheikh Mohammed Bin Rashid and Sheikh Mohamed Bin Zayed are forms of open government to ensure direct interaction between the ruler and citizen ”



Winners of the Best Smartphones Applications Award launched by the Ministry of Interior

His Highness Sheikh Saif Bin Zayed Al Nahyan, in his session introduced the winners of the Best Smart Phones Applications Award launched by the Ministry of Interior. In response to the smart government initiative launched by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai.

16 academic entities presented 23 projects, and the winners were: Higher Colleges of Technology in Dubai for the application "Belady", Khalifa University on the application of "MOI services", Higher Colleges of Technology in Al Ain for their application for people with disabilities, Abu Dhabi Police College for "Smart Gate Application".





Plenary Session



HH Sheikh Mansour Bin Zayed Al Nahyan

Deputy Prime Minister, Minister of Presidential Affairs, and Chairman
of the Ministerial Council for Services

Partnerships and Innovation in Government Service Delivery

HH Sheikh Mansour Bin Zayed Al Nahyan
Deputy Prime Minister, Minister of Presidential Affairs,
Chairman of the Ministerial Council for Services

HH Sheikh Mansour Bin Zayed Al Nahyan, Deputy Prime Minister, Minister of Presidential Affairs and Chairman of the Ministerial Council for Services spoke about several topics including HH Sheikh Khalifa Bin Zayed Al Nahyan initiatives in the areas of housing, infrastructure and

debt settlement, the role of Ministerial Council for Services, in addition to the role of UAE in providing relief for other countries. HH Sheikh Mansour also highlighted the cooperation between the private and public sectors in providing government services in UAE.





" It is an ever living quote in my memory by **HH Sheikh Mohammed Bin Rashid Al Maktoum** about a year ago, HH said: 'UAE people and I love to be number one'. Since then, UAE accomplished another first place nationally and internationally which is World Expo 2020. **Such success is a great motivation for UAE to achieve another first place "**



“ If the vision is clear to officials,
then implementation is easier ”

“ UAE **supports every distinguished citizen**, and adopts their academic and innovative projects, whether inside or outside the country ”



“ The private sector is a strategic choice for **citizens** looking for a career, not only in the UAE but all over the world ”



'Ihtimam' Website Launch

His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, inaugurated 'Ihtimam' Initiative, launched by the Ministry of Presidential Affairs. The initiative seeks to enable citizens to submit

suggestions and ideas online aimed at developing the local community. The constructive and feasible proposals would be adopted and implemented to improve government services to reach global standards.





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LEADING GOVERNMENT SERVICES

الريادة في الخدمات الحكومية
LEADING GOVERNMENT SERVICES



Day One

Governments of the Future

Keynote speech by Professor Klaus Schwab

Founder and Executive Chairman of the World Economic Forum (WEF)

Speakers



HE Mohammed Abdullah Al Gergawi
Minister of Cabinet Affairs, Chairman of the Organizing Committee of the Government Summit, United Arab Emirates



Professor Klaus Schwab
Founder and Executive Chairman of the World Economic Forum



“ The Summit’s themes reflect **His Highness’s vision to make the customers happy** ”





“ Private sector enterprises serve millions of customers while the Governments serve **6 billion people** around the world ”

“ **Achieving happiness for people** is what the Government Summit is about and what the **role of government** should be ”



“ **The role of governments** in shaping the future of their citizens has never been as **important as it is today** ”





Plenary Session

World Class Services

First-Hand Perspectives from Global Cities

Moderator



Speakers



“ The **Smart City** offers services that people **need to improve their lives** and achieve quality in the economy ”

Sir Edward Lister
Chief of Staff and Deputy Mayor for Policy and Planning, London,
United Kingdom

This session was highly engaging as mayors of top ranked global cities in quality of life and services discussed visions of their cities, the future of services and impact on lives of citizens. The session

also examined the definitive features of global cities and the relevance of government services provision to competitiveness, growth and development.



Unlocking the Potential of Future Education Services

Moderator Speakers



Mr. Salim Ismail

Global Ambassador and Co-Founder of Singularity University, United States of America



HE Dr. Mugheer Khamis Al Khaili

Director General of Abu Dhabi Education Council (until March 2014), Currently Director General of Health Authority of Abu Dhabi, United Arab Emirates



HE Aulis Pitkälä

Director General of the Finnish National Board of Education, Finland



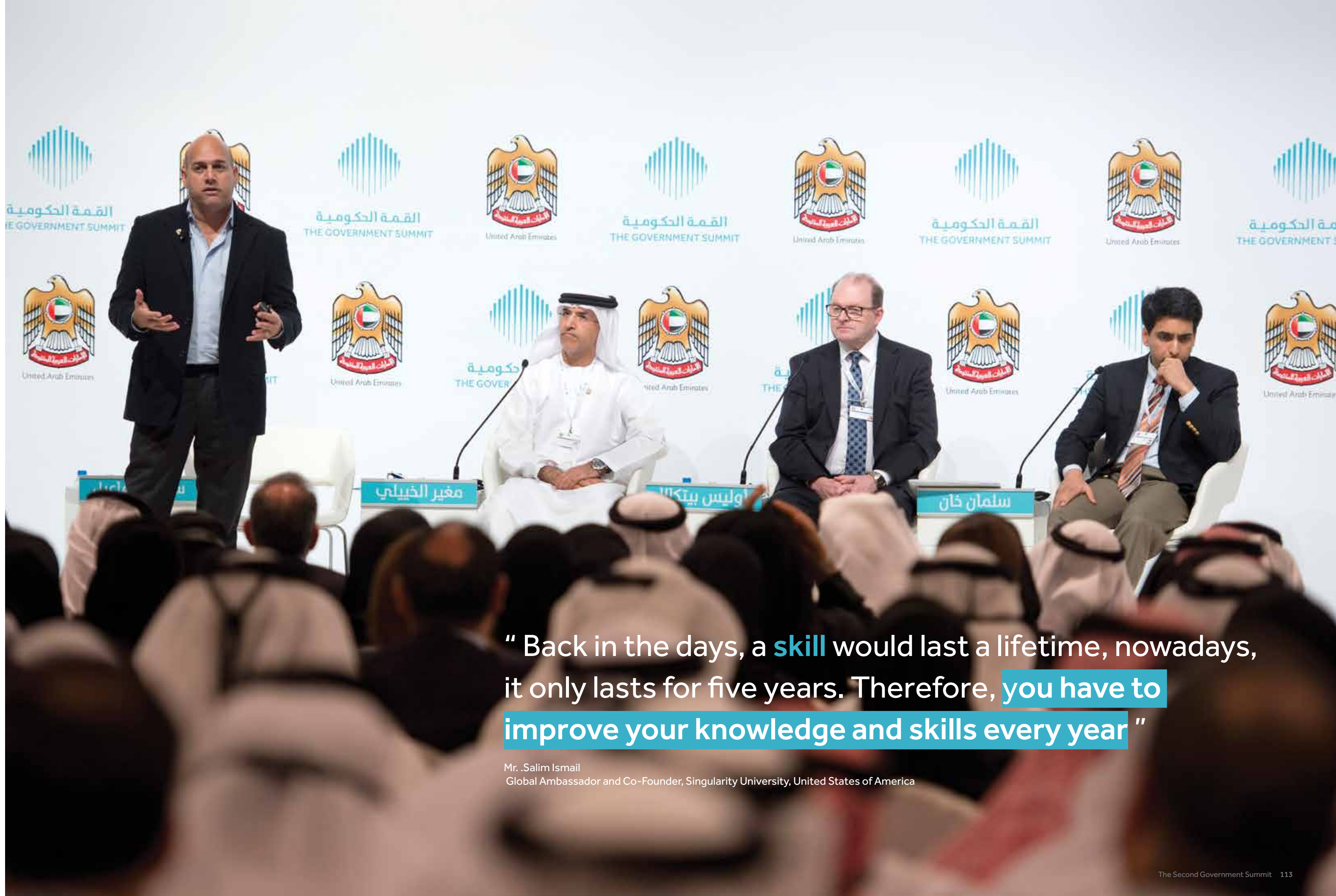
Mr. Salman Khan

Founder of Khan Academy, United States of America



The session discussed global technology trends for development of education that is in line with modern age requirements; as well as to identify the opportunities and

challenges facing smart learning. The aim of this session was to prepare qualified professionals to translate the vision of smart education into a tangible reality.



“ Back in the days, a **skill** would last a lifetime, nowadays, it only lasts for five years. Therefore, **you have to improve your knowledge and skills every year** ”

Mr. .Salim Ismail
Global Ambassador and Co-Founder, Singularity University, United States of America

Delivering Effective Healthcare Services

Government Healthcare 2.0

Moderator

Speakers



Dr. Jamal Mohammed Al Kaabi
Director of Customer Care & Corporate Communications, Health Authority - Abu Dhabi, United Arab Emirates



Dr. Allen Wai-Lun Cheung
Director of Hong Kong Hospital Authority, China



Dr. Catherine Mohr
Senior Director of Medical Research at Intuitive Surgical Inc., United States of America



The session explored the impact of technological advancements and big data in predicting the future needs and enhancing the efficiency of healthcare service delivery. It also reviewed best practices and examples of leading healthcare

providers from around the world. The participants discussed challenges faced by the sector and suggested ways to turn them into opportunities to make healthier and happier nations.



Social Services in the Arab World

Opportunities and Potential

Moderator Speakers



The session, attended by ministers of social affairs, highlighted the innovative solutions that Arab governments have developed to

enhance the quality and accessibility of social services, as well as the leverages available to tap into the potential that the region holds.



The Future of Transportation

How Smart Mobility Will Shape Cities of the Future?

Moderator



Speakers



The session explored the impact of smart mobility on the quality of life, the delivery of services, competitiveness and productivity of cities. It also highlighted the

latest trends and innovations in the field of smart infrastructure and its impact on mobility. The session was internationally attended online by universities.



Inspired Vision, Infinite Possibilities

Moderator



Mr. John Defterios

Emerging Markets Editor - CNN

Speaker



HE Khaldoon Khalifa Al Mubarak

CEO and Managing Director of Mubadala Development



“ The way forward is to continue our successful journey, defining important sectors **offering new job opportunities for citizens**, in addition to technology, training and sustainable development ”

HE Khaldoon Khalifa Al Mubarak
CEO and Managing Director of Mubadala Development

In his session titled 'Inspired Vision, Infinite Possibilities', HE Khaldoon Al Mubarak, CEO and Managing Director of Mubadala Development talked about a number of successful

models of Mubadala Development in various sectors and the crucial role of qualified professionals in achieving success. He also highlighted Abu Dhabi Vision 2030.



Keynote speech by HE William Danvers

Deputy Secretary General of the Organization for Economic Cooperation and Development (OECD)

Speaker



HE William Danvers focused on the importance of securing good services characterized by continuity, consistency and sustainability for citizens, which are vital elements that help governments meet future challenges. He also called on

governments to think differently and innovatively to meet the needs of their citizens and combine security and the protection of personal information. He also emphasized on the enablement of citizens through the use of technology.

“ It is important to have systems that offer new services to the citizens. Governments should also have a broad thinking and a vision for the future ”

HE William Danvers
Deputy Secretary General of the Organization for Economic Cooperation and Development (OECD)



‘First-Class’ Government Services

What Governments Can Learn from Leading Airlines

Moderator



Speakers



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“ When a company gets bigger and its activities become interconnected, the nature of its work becomes similar to government as it serves an increasing number of people. For an airline company to continue succeeding, **it has to build policies that make the customers a priority**”

Sir Richard Branson
Founder, Virgin Group

This session reviewed the key mechanisms that public sector can adopt in order to provide innovative and distinctive government services to match the efficiency, speed and quality provided by airlines. The

panel also discussed the importance of focusing on training and adopting an innovative approach to offer quality products and services that meet the requirements and expectations of customers.



Workshop Session

Governments Futures 2030

Held in cooperation with the World Economic Forum





"The Future of Government" Global Agenda Council and the Strategic Foresight team of the World Economic Forum presented three scenarios for the future of government. All three scenarios were examined with their implications. The session aimed to answer key strategic questions that could impact the future of

governments: How is information technology changing the role of government? Are the policy responses that governments implement today robust and forward-looking enough to deal with the challenges of the future? How can best practices be taken from the national level to the local, regional and international level.






Day Two

Innovative Governments

Smart Societies for Smart Cities

Speaker



Dr. Richard Florida

Professor at the University of Toronto and
NYU, Senior Editor of The Atlantic,
United States of America



“The future will be built around mega cities” The next generation has to work together, distil, translate, and codify all of our learnings to create the true social, creative infrastructure of cities ”

Dr. Richard Florida
Professor, University of Toronto and NYU; Senior Editor of The Atlantic,
United States of America

Dr. Richard Florida highlighted the innovation revolution taking place across the world. He argued that the focus has shifted from a resource-based economy to a knowledge-based economy. Dr. Florida also pointed out how transformation to a creative economy represents one of the key challenges faced by countries in their quest to achieve sustainable development. He stressed that creative cities will shape the future and will continue to drive the transformation and development as well as economic and social progress across the globe.



HE Rt. Honorable Francis Maude

Minister of Cabinet Office and Paymaster General,
United Kingdom

Speaker



HE The Right Honorable Francis Maude discussed the challenges faced by governments to make their citizens happier and more prosperous by providing high-quality services and utilizing advanced

technologies. He stressed the importance of co-operation between the public and private sectors. Maude also urged that governments need to adopt transparent, flexible and innovative concepts.


“ It is important to **focus on building the minds** that take their countries to a better economy with less cost ”

HE The Right Honorable Francis Maude
Minister of Cabinet Office and Paymaster General, United Kingdom



The World in 2050

Speaker



Dr. Peter Diamandis

Co-Founder of Singularity University,
Founder of the X-Prize,
United States of America



“ Artificial Intelligence is changing the world at an **incredible speed**. We live in a world where we are able to know anything about anyone, therefore, we are able to keep track of the healthcare information and programs.

The genetics technology will also work on elevating the life expectancy to 150 years ”

Dr. Peter Diamandis
Co-Founder of Singularity University and Founder of the X-Prize, United States of America

Dr. Peter Diamandis highlighted a number of prominent trends governing the process of change taking place across the world today in various fields and the role of innovation. He elaborated that maintaining the traditional style of thinking can lead to failure, while adopting an innovative approach can help achieve quantum leaps.



Banking on Customer Services

What Governments Can Learn from the Financial Sector?

Moderator



Speakers



“ Governments can be run as efficiently as private banks, especially when the government is developed and is based on **high quality services** and follow ups ”

Mr. Ala'a Eraiqat
Executive Director and Chief Executive Officer, ADCB, United Arab Emirates

The session reviewed the criteria for measuring success in services provided by government agencies to customers. The participants also discussed ways to enhance government services by adopting innovative strategies similar to those used by banks to match the

highest standards of quality service and customer satisfaction. The importance of developing more stringent standards by governments in the selection of qualified and trained employees was stressed, and polishing skills to improve the quality of services provided was advised.



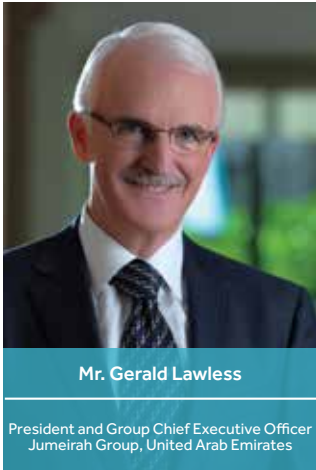
Five-Star Customer Services

What Government Can Learn from the Hospitality Sector

Moderator



Speakers



This session focused on the possibility of applying standards of the hospitality sector to services in government agencies and institutions, to improve the quality of service delivery. The participants

discussed a wide range of topics ranging from hiring and qualifying employees, to adopting an approach that puts service excellence among top priorities.

“ One of the main and most important elements of a first-class service in the hospitality sector is the **positive attitude and reaction** towards the customers' needs ”

Mr. Gerald Lawless
President and Group Chief Executive Officer, Jumeirah Group, United Arab Emirates



Dialogue Session

Innovation in Government Services

Experiences from Latin America

Moderator

Speakers



HE Sultan Al Mansouri
Minister of Economy, United Arab Emirates



HE Roberto J Gallardo Núñez
Minister of National Planning and Economic Policy, Costa Rica



HE Ramón Ventura Camejo
Minister of Public Administration, Dominican Republic



Mr. Álvaro Ramírez-Alujas
Professor at the Institute of Public Affairs, University of Chile



This session shed light on the critical success factors and key takeaways from public sector development and reform in Latin America. It also focused on the importance of innovation in offering smart services to customers, enhancing communication and interaction

between government and the public to better understand their needs and devise ways to meet them accordingly. Public opinion is crucial in the development and delivery of customized solutions and high-quality services.



Dialogue Session

Interactive Workshop

In Collaboration with Google

Speakers



Mr. Peter Barron

Director of Communications and Public Relations for Europe, Middle East and Africa, Google



Mr. Mohamad Mourad

Regional Manager, MENA Google



“ Discovering talented, creative and skillful people as well as **attracting and supporting them** falls within our top priorities... ”

Mr. Peter Barron
Director of Communications and Public Relations for Europe, Middle East and Africa, Google

This session focused on the role of innovative and creative ideas in bringing about services development through the experience of Google. The speaker

stressed that technological development is a result of planned efforts to stimulate innovative ideas and creative work and taking advantage of them.



Optimizing Government Service Delivery

The Potential of Public Private Partnerships

Moderator Speakers



This session discussed how to benefit from partnerships between private and public sectors to achieve new and innovative ways to deliver services. It also reviewed ways to

develop an effective framework for managing partnerships in the future to improve performance and enhance the quality of services.



Impacting the Future of Government Services

How Technology Can Enhance the Lives of Citizens

Moderator



Speakers



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The session discussed the growing need to develop more electronic applications and services that individuals could take advantage of through smart devices to stimulate government partnership with customers and serve them better. The participants agreed that the

proper use of technology in addition to a transparent approach would increase the participation and the pace of integration of citizens in the improvement process, besides enhancing their sense of attachment towards government services.



Building a Result-Driven Organization

Management Lessons from the World of Football

Moderator



Mr. Ali Garni
Sky News Arabia

Speaker



Mr. Ferran Soriano
Chief Executive Officer of Manchester City Football Club, United Kingdom



"If customers are fans, employees are a team, the leader is a coach, then any service organization could be considered a football club". This high-profile session hosted a CEO of one of the leading football clubs in the English Premier league,

Mr. Ferran Soriano. He highlighted key managerial concepts adopted by Manchester City Football Club to build a result-driven organization and the key lessons learned for the government to enhance its service delivery performance.



" Luck alone does not suffice to achieve success and victory. It's also about **the proper management and the wise leadership** to make the right decision at the right moment "

Mr. Ferran Soriano
Chief Executive Officer of Manchester City Football Club,
United Kingdom

The Secret

Delighting Your Customers

Speaker



This session discussed ways to develop and deliver quality government services similar to those offered in the private sector. The speaker also explored how

governments can follow the private sector model to upgrade services, as well as engage customers and improve their experience to a level where they feel delighted.



“ Experience Engineering is about moving from 'making a product and selling it' towards sensing the customer's need and responding to it ”

Mr. Lou Carbone
Chief Experience Officer and Founder, Experience Engineering, United States of America

UAE Government Leadership Program

Efficient and Innovative Government: Lessons Learned from Finland

Moderator



HE Abdullah Lootah

Secretary General of Emirates Competitiveness Council, United Arab Emirates

Speaker



HE Esko Aho

Former Prime Minister of Finland, Senior Fellow at the John F Kennedy School of Government at Harvard University, Finland



During a private session with the UAE Government Leadership Program, HE Esko Aho discussed how to achieve efficiency and innovation in

the public sector and government services. He shared lessons from the policies and experience in the Republic of Finland.





Day Three

Smart Governments

Ajman 2021

Comprehensive Strategy

Speaker



HE Saeed Saif Al Matrooshi

Secretary-General of the Ajman Executive Council, United Arab Emirates



“ Ajman 2021 focus is on **enhancing the partnership between the public and private sector** and the collaboration between the federal and local government ”

HE Saeed Saif Al Matrooshi
Secretary-General of the Ajman Executive Council, United Arab Emirates

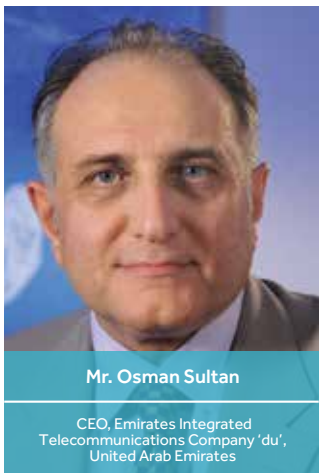
“Ajman 2021” was launched at the Government Summit 2014. HE Saeed Saif Al Matrooshi, Secretary-General of Ajman Executive Council, said the vision is a long term comprehensive strategy. It takes into consideration the requirements of development in the emirate. The

vision also focuses on having a happy society that is involved in building the country; a green economy that provides the best opportunities while preserving the environment; and a distinctive government that communicates with its people.



Towards a Smarter World

Speaker



Mr. Osman Sultan focused on rapid changes in the digital world and their impact on government services. He reviewed how such rapid change can be adapted to achieve great results. He also discussed how the digital revolution has changed the equation

for the traditional communication system and everything in our lives, and opened the way for the establishment of smart cities, to conclude with the role of capabilities of the digital age to be a turning point in the world.

“ The factors of a smart city consist of **having a smart infrastructure, smart management or a smart government**, and the basic information technology content in addition to an interactive citizen ”

Mr. Osman Sultan
CEO, Emirates Integrated Telecommunications Company 'du',
the United Arab Emirates



Citizen Happiness

The Formula for Government Success

Moderator



Speaker



“ The main role the governments should master is generating happiness to the citizens ”

Professor Jeffrey Sachs
Director of the Earth Institute at Columbia University, United States of America

The session addressed the current opportunities and challenges facing the efforts to enhance and improve quality of life for citizens. The speaker stressed that citizen

happiness is the key objective of governments worldwide, and that their true success is closely linked to Gross Domestic Happiness rather than Gross Domestic Product.



Smart Government

Government Services at Your Fingertips

Moderator

Speakers



Mr. Osman Sultan

CEO, Emirates Integrated Telecommunications Company 'du', United Arab Emirates



HE Mohammed Nasser Al Ghanim

Director General of Telecommunications Regulatory Authority (TRA), United Arab Emirates



HE Rashed Lahej Al Mansoori

Director General of Abu Dhabi Systems and Information Centre, United Arab Emirates



Dr. Jeongwon Yoon

Executive Director at the National Information Agency, South Korea



Mr. Vincent Wong

Chief Executive Officer, IDA International, Singapore



The session focused on the need for continued investment in infrastructure to provide high-quality government services. The participants reviewed the challenges faced by the smart governments in achieving citizen satisfaction and protecting their information. It was concluded that concerted effort to establish infrastructure, advanced communications, training and capacity building of workers is the only way to shift to smart services in various sectors.



Museum of Future

Government Services



“ The future will bring great technological change. We must strive to keep up with the pace ”

His Highness Sheikh Mohammed Bin Rashid Al Maktoum
UAE Vice President, Prime Minister and Ruler of Dubai

The Museum of Future Government Services is an interactive futuristic design exhibition launched at the Government Summit by His Highness Sheikh Mohammed Bin Rashid Al Maktoum. The Museum explores the future of several government services namely

healthcare, education, travel and urban services. It brings together over 80 designers, technologists and futurists from nearly 20 countries to imagine how these services could be changed for the better in the coming years.





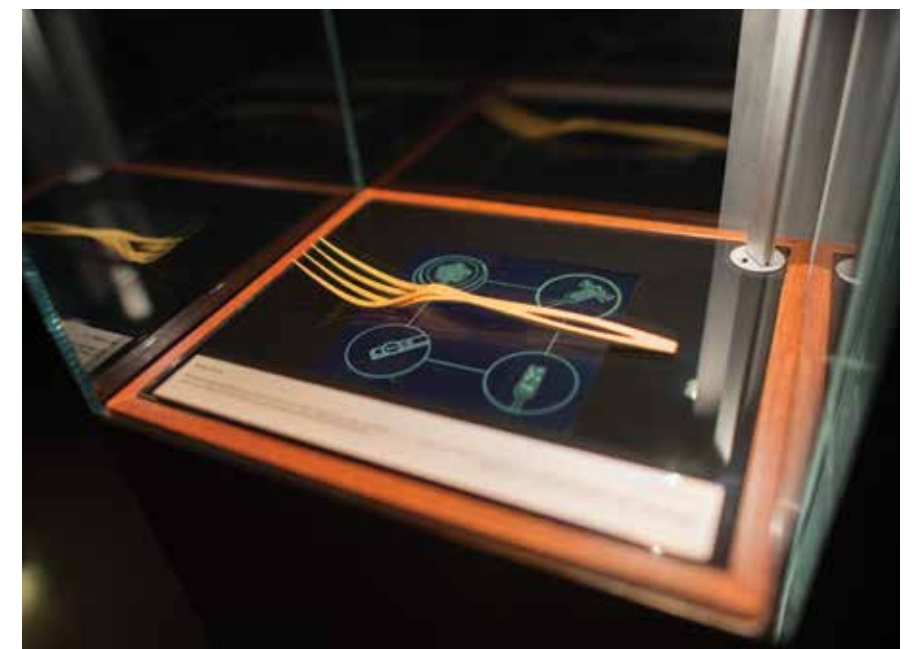
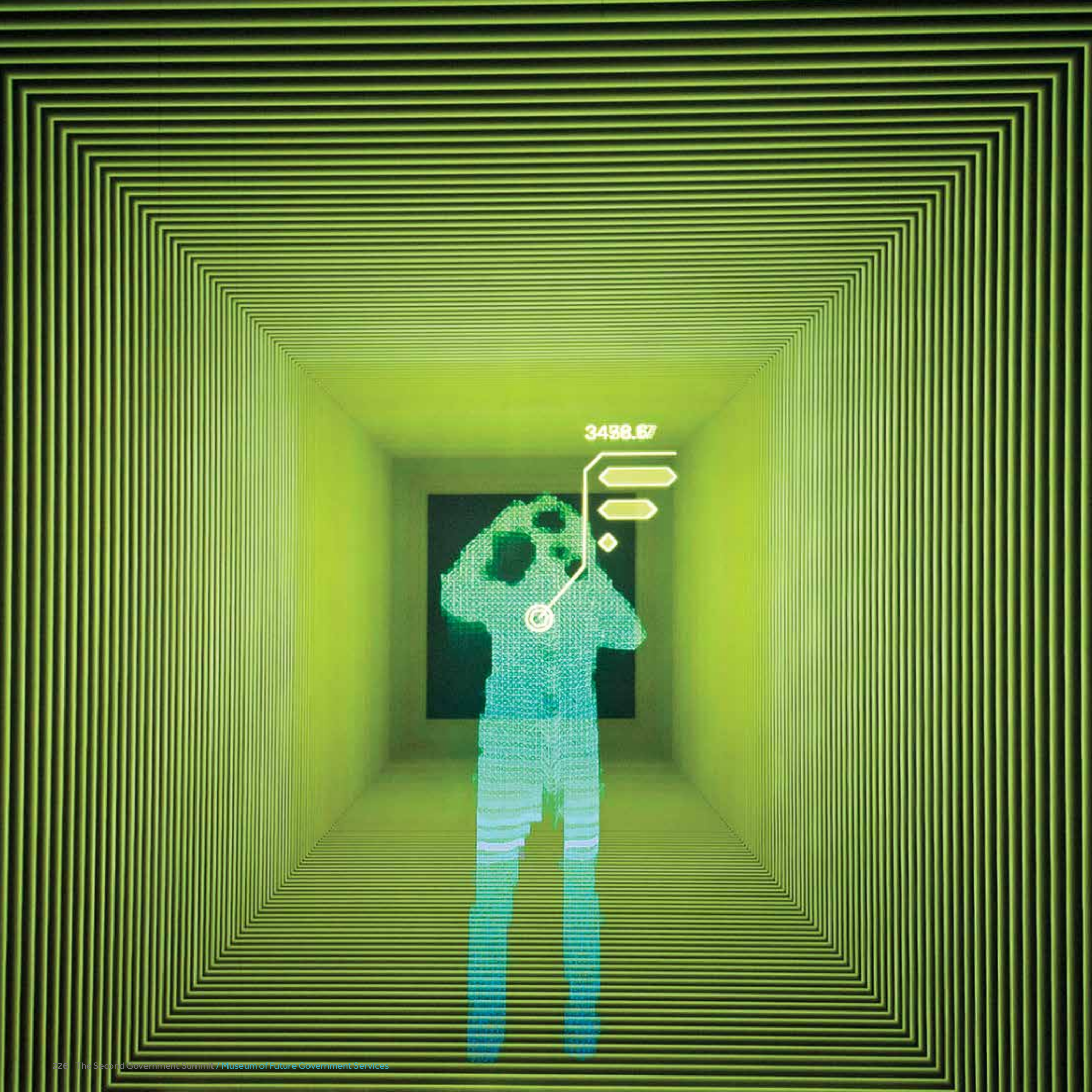
His Highness Sheikh Mohammed Bin Rashid and His Highness Sheikh Hamdan Bin Rashid inspect a drone for service delivery at the Museum of Future Government Services

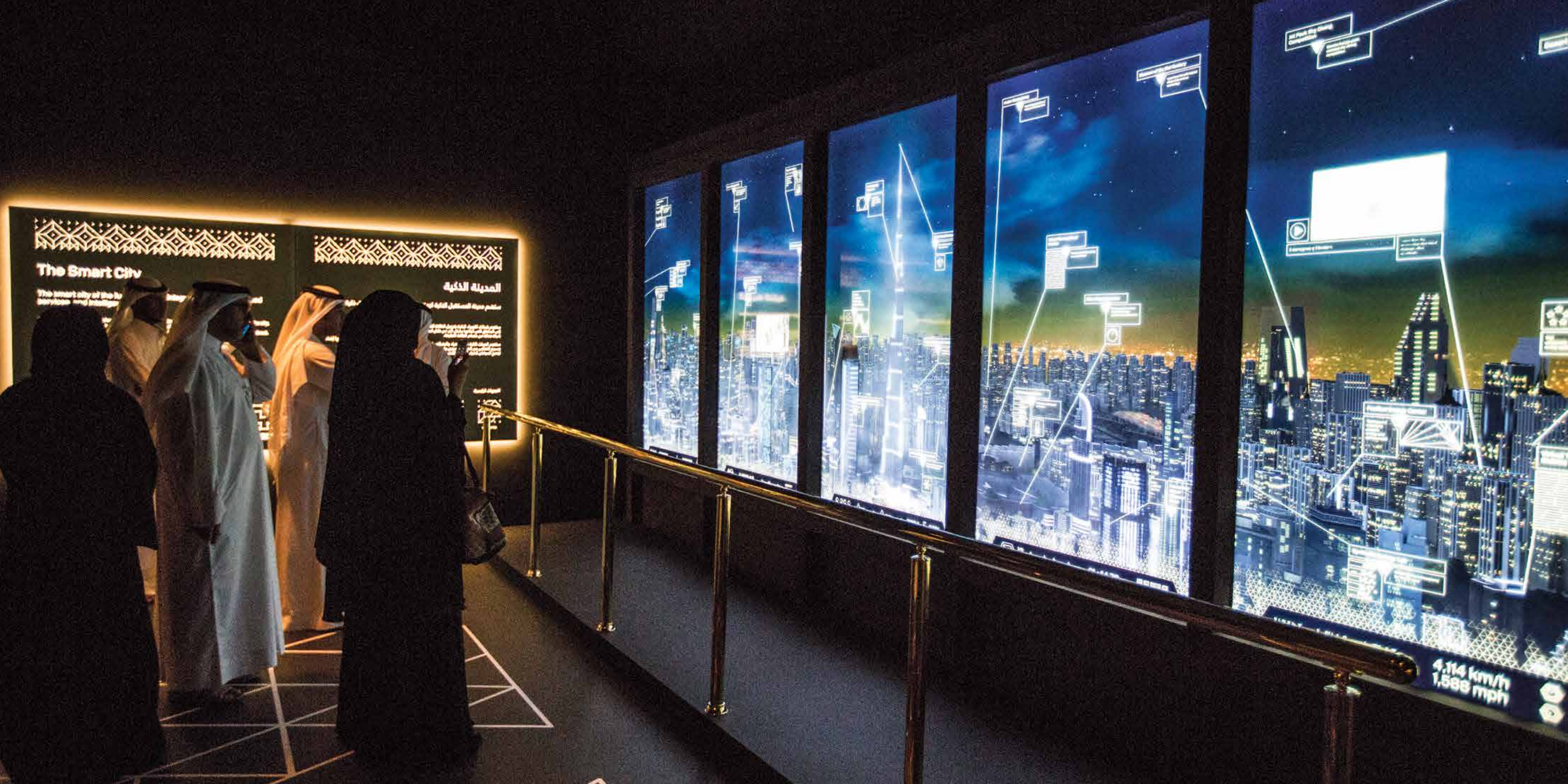


His Highness Sheikh Mohammed Bin Rashid Al Maktoum experiences the future of education









The Smart City

The smart city of the future
services and intelligence

المدينة الذكية

مركز مدينة المستقبل الذكية

تتميز المدينة الذكية بالخدمات والذكاء
التي توفرها للمواطنين والمقيمين
في المدينة.

المدينة الذكية

4.114 km/h
1.588 mph



Best M-Government

Service Award 2014

"Best M-Government Service Award" Participating Countries

Total Participation

260

Apps

Qualified

200

Apps for Finals

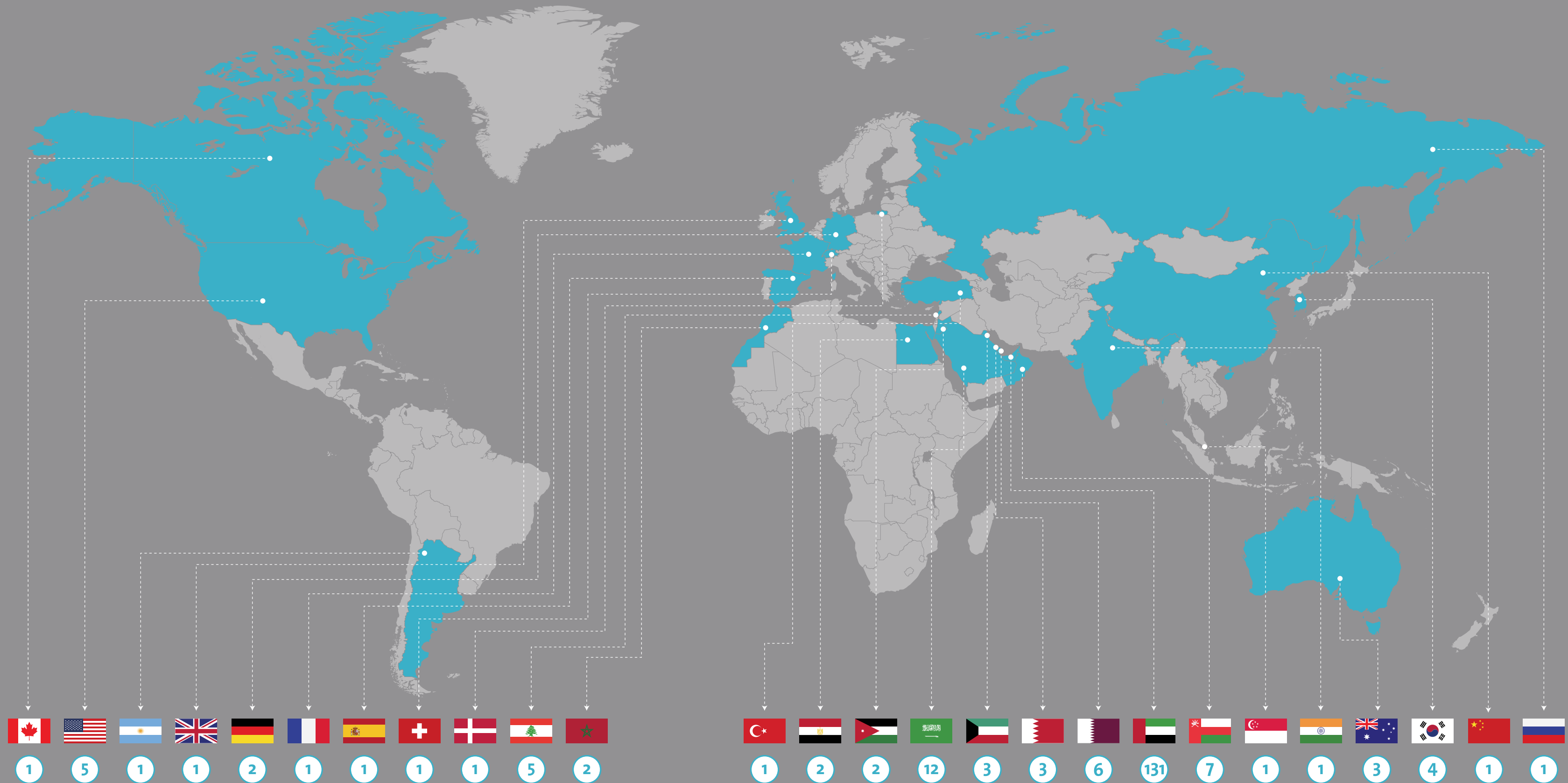
26

International Participation

42

Regional Participation

● Apps per country



The “Best M-Government Service Award” is an annual international award based on the newly launched Smart Government Vision of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, which aims to stimulate

and encourage government entities to provide creative and innovative solutions via smart and mobile phone applications. It is also aimed to insure access to government services 24 hours a day easily, efficiently and in a transparent manner to meet the public needs.



Dual winners of AED 1 million each in "Best M-Government Service Award" University Students in the UAE category Khalifa University of Science, Technology and Research in collaboration with the Ministry of Health for the interactive

and comprehensive Ministry of Health services application, 'MoH' App. Also Khalifa University of Science, Technology and Research in collaboration with Ministry of Justice for the smart queuing system 'IQ' App.





At the level of emirate of Ajman, first place was granted to Ajman Municipality and Planning Department for their 'MPDA' App



At the level of emirate of Ras Al Khaimah, first place was granted to RAK e-Gov for their Payment Gateway 'RAKPAY' App



At the level for the emirate of Fujairah, first place was granted to Fujairah Municipality for their “smartFUJAIRAH” App



At the level of emirate of Sharjah, first place was granted to the Department of Public Works for their ‘Sharjah DPW’ App



Dual first place winners in "Best M-Government Service Award" at the Local Level category Abu Dhabi Emirate with Centre for Regulation of Transport by Hire Cars for their 'TransAD' App



Dual first place winners in "Best M-Government Service Award" at the Local Level Dubai Emirate with their 'DubaiPolice' App



At the Federal Level, Ministry of Education won first place for their 'Abnaai' App



The winner at Regional level in Best M-Government Service Award went to the Ministry of Commerce and Industry in Kuwait



The winner of Best M-Government Service Award at the Global level went to Singapore's Land Transport Authority



A special award was granted to UAE Higher Colleges of Technology for the entity with the highest number of participations



On the Sidelines

of the Summit

GS - Partners Meeting



HH Sheikh Mohammed Bin Rashid Al Maktoum Meets Partners of the Government Summit 2014

His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, met the partners of the Government Summit 2014, who played an outstanding role in making the event successful.

Media Corner



His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, Visits the Media Corner at the Government Summit



Volunteers Meeting



His Highness Sheikh Mohammed Bin Rashid Al Maktoum with the Volunteers at the Government Summit

His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, on the sidelines of the Second Government Summit, met the volunteers who took part in the organization of the Government Summit.



His Highness Sheikh Mohammed Bin Rashid Al Maktoum with the Dubai Media Office Staff

His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai, on the sidelines of the Second Government Summit, met the Dubai Media Office staff members.

Students Meeting



HH Sheikh Mansour Bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Presidential Affairs, Meets 100 Distinguished Male and Female Students During the Government Summit 2014

HH Sheikh Mansour Bin Zayed Al Nahyan, Deputy Prime Minister and Minister of Presidential Affairs, met 100 distinguished male and female students on the sidelines of the Government Summit. The move was part of the

government efforts to make youngsters aware and involved in the national programmes as these leaders of the future would be working across the sectors in the country in the near future.

Regular Meeting



The Government Summit hosts a regular meeting of the United Nations Economic and Social Commission for Western Asia (ESCWA)

The Government Summit hosted a meeting between directors of Arab e-Government programs and United Nations Economic and Social Commission for Western Asia (ESCWA). The meeting discussed launching a number of pilot initiatives at the Summit in addition to

ESCWA's significant contributions to the exchange of knowledge and the development of e-services efficiently and effectively. The meeting was opened by HE Mohammed Nasser Al Ghanim, Director General of the UAE Telecommunications Regulatory Authority (TRA).

Regular Meeting



The Government Summit hosts a meeting of the Organization for Economic Cooperation and Development (OECD)

The Government Summit hosted the 9th annual meeting of the Organization for Economic Co-operation and Development (OECD) which discussed the importance of the availability of data and its impact on the government innovation. The meeting, organized in collaboration with the Government of the United Arab Emirates, reviewed the opportunities of assessing the progress achieved in this field, and the exchange of experiences and expertise

in the field of providing data in all the countries of the region and the OECD. The participants also discussed the design and implementation of innovative policies, with a focus on how to improve government services through e-Government, open data and mobile government. The session was opened by HE Ahmed Bin Humaidan, Director General of Dubai Smart Government.

Ministers Gathering



Gulf Cooperation Council (GCC) Countries Telecommunications Ministers Round Table: Towards M-Government Collaboration in the GCC

A round table brought together the Ministers of Communications and Information Technology in the GCC countries. They discussed the prospects for co-operation and exchange of knowledge and experience to find the best possible ways to develop services through smart means to achieve happiness for the people of the region. The session was moderated by HE Mohammed Ahmed Al Qamzi, Chairman of the Telecommunications Regulatory Authority in the UAE.

Press Conference



Launch of the UAE Drones for Good Award

HE Mohammed Abdullah Al Gergawi, Minister of Cabinet Affairs and Chairman of the Higher Committee of the Smart Government Project, announced the launch of the "UAE Drones for Good Award". The event was part of the directives by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai. The competition included local and international participants. While the local prize was

valued at AED1 million, the global prize value was put at \$1 million. The award is aimed at encouraging the creation of drones that could be used to make civil government services even better. The prize is open to universities, creative individuals, government entities and private sector entities, who specialize in this type of technology. UAE Drones for Good Award website: www.dronesforgood.ae



جائزة الإمارات للطائرات بدون طيار لخدمة الإنسان
The UAE Drones For Good Award

Press Conference



Launch of Smart Government Strategy

HE Mohammed Abdullah Al Gergawi, Minister of Cabinet Affairs and Chairman of the Higher Committee of the Smart Government Project, launched the strategy of the UAE Smart Government which identified services offered by the federal government entities to the public, to be converted to smart services for mobile phones. These services are used by 80 percent of the total number of government customers. The conference was attended by HE Hamad Al Mansouri, Deputy Director-General of the Telecommunications Regulatory Authority for the information and e-Government sector and member of the Higher Committee for Smart Government Project, and HE Hessa Buhmaid, Executive Director of Excellence Affairs at the Prime Minister's Office, and Member of the Higher Committee for Smart Government Project.

Press Conference



Launch of the Arab Standard for Excellence in Government Service

During a press conference held at the Government Summit, The Arab Industrial Development and Mining Organization (AIDMO) launched the 'Arab Standard for Excellence in Government Service'. The conference was held by Dr. Rashid Ahmed Bin Fahad, Minister of Environment and Water and Chairman of the Emirates Authority for Standardization and Metrology (ESMA), and

Hassan Al Qassim, Secretary of the Arab Accreditation Organization and Head of the Specifications Centre at the Arab Industrial Development and Mining Organization. The new Arab Standard allows regional countries to enhance the quality and efficiency of government services and raise the level of citizen satisfaction and happiness of the community.



Question of the Day Corner

'Question of the Day' corner was installed during the Government Summit to find out what services customers would like to get in the future.





Government Summit Networking Dinner,
Sponsored by Nakheel



Government Summit

2014 Reports



The Arab Government Services Outlook 2014

This report aims to improve understanding of public service delivery in the Arab region by providing a broad view of service delivery environments, outputs and enablers; as well as regional challenges and strengths, and the overall quality of public services in the Arab world.



Customer Service Culture

Challenges and Achievements of the Public Sector in the United Arab Emirates

This report highlights the experience of the public sector in the United Arab Emirates in transforming the traditional culture based on typical procedural and bureaucratic routine to a culture responsive to customer needs.

Available in Arabic only



Digital Government

Pathways to Delivering Public Services for the Future

The study is a comprehensive effort to assess the maturity and sophistication of digital government in 10 countries (Brazil, Germany, India, Norway, Singapore, South Korea, KSA, UAE, UK, and USA). It follows their pathways to digital excellence and aims to provide a thorough and insightful analysis on what sets the leaders apart.



Government Electronic and Mobile Services (GEMS) Maturity Index

The Index is intended to improve constituents' quality of life by promoting a citizen-centric view and highlighting what drives satisfaction with digital government services.



Future of Government Smart Toolbox

The Future of Government Smart Toolbox presented in this report is called "smart", alluding to the mix of soft and hard power elements that enhance government performance. The operational question the authors attempt to answer is how technology can help governments get better at dealing with core government priorities such as stove piping bureaucracies, delivery of services, trust, leadership, security and innovation.

Glimpses of the

Summit









The Government Summit parking areas were equipped with the best services and utilities





Government Summit Team



القمة الحكومية
THE GOVERNMENT SUMMIT



القمة الحكومية
THE GOVERNMENT SUMMIT



القمة الحكومية
THE GOVERNMENT SUMMIT

الريادة في الخدمات الحكومية
LEADING GOVERNMENT SERVICES

الريادة في الخدمات الحكومية
LEADING GOVERNMENT SERVICES



